



## Opel increases productivity at its Zaragoza manufacturing plant with BlackBerry solution

Opel is a German automaker that was founded in 1863. It began making automobiles in 1899. The company has been present in Spain since 1979 at its production plant in Zaragoza, achieving great success in the Spanish automobile market. Opel is one of the largest European automotive brands.

### The Challenge

Opel has an automobile production plant in Zaragoza which manufactures several car models. It has to maintain a large base of shift-work employees to keep up the pace of production. Controlling different assembly lines requires factory personnel to continually check the machinery and employees at the different work areas. It is important for the shift manager to be aware of, and fix, problems before the area or production director or even the president contacts them to find out why there was a problem, and, above all, to avoid times when the management team remained unaware of any production problems.

In the past, the entire production process was interrupted until the team leader identified where the incident had occurred, which also required hiring staff to continually check the diagnosis monitors for error messages, in order to stay informed and respond to them as quickly as possible. This proved to be costly, inefficient and resource-heavy within the process cycle. Opel needed a mobile solution to overcome these inefficiencies especially when the managers or supervisors or shift managers were not at their desks or in an office.

The enterprise also needed to provide real-time mobile access for shift managers to receive information on the number of vehicles produced at each point of the assembly line, and finally the solution also needed to ensure all responsible members were aware of all plant activities, and in contact with the different decision makers, at every moment.

### Benefits

**Production increase**

**Time and Cost savings**

**Access information on the move**

**Quicker response to unexpected incidents**

**Immediate communication to anticipate incidents**

## The Solution

The Opel factory in Zaragoza searched for a mobile solution that could increase its process efficiencies without losing profits from equipment problems.

The company implemented BlackBerry® Enterprise Server with BlackBerry® smartphones. The solution included a bespoke PMC (Production Monitoring Control) application and a mobile application created just for the management of Opel. All of which was adapted to the needs of the Zaragoza plant.

"Before this solution was implemented, we had access to the plant's monitors but we did not know what was happening at the plant's production line in real time. It was necessary for additional staff's performance to communicate why the production line had been interrupted," said José de la Fuente, CIO for Opel in Zaragoza.

This solution is directed mainly towards the plant's management employees, from the general director and managers from each production area to the team leaders. It allows them to receive information on their BlackBerry smartphone about the conditions and continuity of production in each plant, and they could also communicate easily and quickly with each other.

"Thanks to the BlackBerry solution, at any given moment we can now make a decision," said de la Fuente.

## The Benefits

Opel sees one main benefit in the cost savings as they need fewer employees constantly checking the monitoring of the production process.

"The BlackBerry smartphone has allowed us to act in anticipation to incidents and take quick decisions so no more mistakes arise. Before implementing the solution we could not foresee what was going to happen," continues de la Fuente. "The benefits achieved thanks to the use of the BlackBerry smartphones are clear: an increase in production and a decrease in down-time, which translates into higher profits."

The solution also allows Opel to access information regarding the amount of cars located in different warehouses and help them evaluate the work process at all times. "The solution is very important for saving time since the plant's management team receives the information automatically, making their work easier and mobile. Also, as it provides management employees with a permanent connection to information, there is no extra cost when production information is updated," said de la Fuente.

"Until now it used to take 45 seconds to notify the responsible employees who had to solve unexpected incidents. However, if we do it through the BlackBerry solution it takes five seconds, and in Zaragoza we make a car every 30 seconds. With each message we could save the time it takes to build another car," concluded the CIO for Opel in Zaragoza.

[www.blackberry.co.uk/casestudies](http://www.blackberry.co.uk/casestudies)

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